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WELCOME TO THE CHACE

Welcome to the Chace. This prospectus will hopefully answer some of the questions that you may have regarding the facilities and staff available at the Chace.

The Chace was set up by my parents as a family run home in 1983. I worked at the Chace for over 20 years and took over the running of the home in September 2001 when my parents retired. The family connection is still in place with me now acting in the capacity of Managing Director.

We strive for quality in all aspects of our home and our commitment and reputation is exemplary. This is measurable by our achieved standards with 'Investor In People' and the elite care standards 'Classic Homes'. Both organisations adhere to rigorous standards, which we are proud to be associated with.

We hope the following pages will answer any questions you may have about the Chace. In the meantime if you have any queries, please do not hesitate to contact us.

Anthony

Anthony Reeley
Managing Director

History

We believe the original building on the site dated back to 1750 and was the Country Manor House to the Duke of Worcester. The Chace was a famous breeding ground for the Dukes horses, one of which was a winner of the 'Grand National'. At the time there was a strait line of Poplar trees from the house to Barnards Green, then called Malvern Chace. When the Duke died there was no heir so the home was left to ruin. The Chase school was built on the line from the house to Barnards Green and was fitfully named. Malvern Chace was renamed to Barnards Green in the 1960's.

When Bill and Carol Reeley bought the Chace in 1983 it was a 9-bedroom house and still in a state of major renovation. It was converted into a residential home within a year and was first registered in July in 1984, by Christmas 1984 the home was full. In 1990, the new extension was built and again within a short time fully occupied.



STATEMENT OF AIMS AND OBJECTIVES

THE CHACE REST HOME, MALVERN

Aims::

To offer a comfortable home where older people can live as independently as they are able, supported by the use of person centred planning, which encompasses all aspects of their physical, social and emotional needs.

To offer the opportunity for each person to take part in ordinary life activities they may have enjoyed previously and to take part in social and community based activity that will enhance their health and well being.

To aspire to the highest standards of care provision through the use of quality assurance measures assessed both internally and externally through the use of:

Internal file and document audits

Health and safety audits

Adherence to the Care Quality Commission National Minimum standards

Inspection by Classic Homes

Retaining the Investors in People

Regular reviews of care plan and policies and procedures

The use of resident, family and stakeholder questionnaires

To recruit and effectively retain staff to meet the required levels of safe provision of care, offer a comprehensive induction and continuous professional development, by providing regular supervision and annual appraisal to support staff through the use of a mentorship approach.

Objectives:

To provide and maintain a safe, welcoming and stimulating environment for older people where they can enjoy the last years of their life.

To ensure the residents are treated with respect at all times.

To be helped to maintain their well being by understanding their wants, needs and feelings and embracing their personal history.

To protect resident's from abuse.

To help residents manage their daily lives to ensure they do not suffer from the indignities which can be associated with older age.

To encourage the ongoing life connections with family, friends and acquaintances and acknowledge and celebrate the contribution they have made to the lives of others.

To take a pro-active approach to managing mobility, physical and mental health needs through the use of and support from external professionals.



The SCIE Dignity in Care Guide has a ten-point Dignity Challenge that is a statement of what a service that Respects people's dignity should include:

At The Chace Rest Home we meet the Dignity Challenge in the following ways:

1. Have a zero tolerance of all forms of abuse	All new staff must have an ISA clearance and CRB check before they start work. They are trained about the Protection of Vulnerable Adults and the policy and procedures which underpin the practice at the home including Whistle blowing
2. Support people with the same respect you would want for yourself or a member of your family	Each staff member is expected to treat people in a courteous and respectful manner at all times. The emphasis of the activity at the home is to work around the needs and wishes of the individuals. Every effort is made to ensure people are pain free, in an environment suited to their needs and are engaged in social, group or one to one interactions on a daily basis.
3. Treat each person as an individual by offering a personalised service	Each individual has a person centred care plan with as much detail about their history, needs, wants and aspirations as we can gather. This enables us to see the person as they have been all of their lives, not just as the presenting person.
4. Enable people to maintain the maximum possible level of independence, choice and control	Every aspect of the care at the home is based on the needs and wishes of the individual. They decide when they want to go to bed and get up, when and what to eat and how much involvement they want with other people or the daily activity in the home.
5. Listen and support people and enable them to express their needs and wants	Staff at the home expected to spend time with the individuals in our care, acknowledging their emotions, concerns and questions. Well being staff act as advocates for individuals and enable them to express their views through one to one conversation, group meetings and a regular newsletter is produced inviting comment or ideas.
6. Respect people's right to privacy	Some people living at the home are more socially active than others. Each person is invited to join in with the social groups for specific activity or meals for example; however some people prefer the privacy of their room or a quieter spot. Every effort is made when assisting with personal care tasks to enable the person to be independent and supported in a way which maintains their dignity.
7. Ensure people feel able to complain without fear of retribution	Every comment, compliment or complaint is taken seriously by staff at the home and responded to in a manner which respects the persons right to comment and action is taken to resolve any matter causing concern. The home welcomes feedback of any kind and the ethos is one which Embraces opportunities to enhance good practice.
8. Engage with family members and carers as care partners	Where families wish to be involved in some way to support the people living at the home, this is positively encouraged. Families are contacted regularly with updates, information and events which they can join in with. Families are invited twice yearly to take part in a review of the homes care of their relative but also our open door policy means they feel they can approach us at any time.



9. Assist people to maintain confidence and a positive self image	All staff work hard to make sure people living at the home feel safe and secure and able to express themselves freely be that through comments or concerns or maintaining their own identity through their clothing and appearance. Individuals are enabled to attend appointments in the community for hairdressing, shopping, and maintaining links with former clubs and associations.
10. Act to alleviate people's loneliness and isolation	With the help and guidance of the well being staff, the people living at the home are encouraged by the whole staff team to be involved with social groups, form friendships or to maintain contact with families and friends. Efforts to do this in a way which offers choice and support are logged on the person centred plan. Feelings of loss and loneliness are acknowledged and one to one support enables people to express their emotions about their situation in a supportive way which may help them to move on. Frequent opportunities are made for people to access the community in either an organized or ad hoc way, thereby responding at the time support is needed.

WHAT OTHER PEOPLE THINK OF THE CHACE.

Classic Homes is a register of the top care homes in the England. We are very proud to have been on this register for the last 7 consecutive years and we are the only Care Home in Hereford & Worcestershire achieving the standard.

Recommendation to Classic Homes

I am happy to recommend The Chace Residential Home for a further year Classic Homes accreditation with no exclusions.

The Chace has further developed its services since the least assessment and I am pleased to report in particular that the social and recreational programme is receiving a lot of attention and staff members are being encouraged to explore new ideas and become more involved.

The Chace continues to provide excellent care and facilities for older people, with a clear understanding of individuals' needs. The home appears to be very settled and I am confident the very high standards will continue.

To the best of my knowledge, this assessment report is a true reflection of the provision of care and facilities provided for residents at The Chace Private Rest Home.

Signed: -----

Jacki Scuffle, Professional Adviser

on behalf of Classic Homes (UK). Ltd.



Testimonial from Residents and Families

“Words cannot express my gratitude for the marvellous care which you gave my mother during the past three years. I know that things were not always easy but the devotion that everyone gave was very evident. Particularly during the last weeks of her life when it was evident she was not going to recover, she was surrounded by wonderful care and love. – Eunice”.

“I love it here, some of the happiest days of my life. The carers are so good to me; it’s my home” – Mabel age 103

“I am so happy here, if I won the lottery tomorrow, I would not leave!” – Jane

For information and copies of the latest reports, news and events at The Chace, go to:
www.thechace.com



INTRODUCTION FROM THE MANAGER

The home is registered for 34 residents, all of whom will be offered single rooms. We do have the facility for Shared rooms, which can be made available upon request. The Chace was the first home in the area to be awarded with 'Investor In people Standard'. We are currently aiming for ISO9002, which again highlights our commitment to care.

Implementation of Care

All residents receive care at the level assessed on admission to The Chace. This assessment is carried out by a designated senior member of staff who will follow set criteria, and will also consult with any other professionals associated with the persons care. This information will be used to form the basis of the person centred plan of care for that individual. The level of fees will be set at that point. If the care requirements of the person change, and more care is needed, a review will take place involving the Care Manager, senior staff, families, supporting professionals and where appropriate, the resident themselves. This re assessment may result in additional fees being requested in order to meet the changing needs of the person concerned. This will enable the home to provide the appropriate staffing levels to ensure the safety and well being of the resident.

Every person centred plan will be reviewed at least annually.

The assessment of residents needs is a requirement of the Care Homes for Older people National Minimum Standards March 2001.

The home is registered with the Care Quality Commission and is inspected regularly by them. They are based at:

77 Paradise Circuses
Queensway
Birmingham
B1 2DT



FINANCE AND PERSONAL EFFECTS

Payment of Fees

As a private home The Chace is able to accept residents who are either entirely funded from their own resources or who may be entitled to a contribution towards their care fees from Social Services if their capital is below the state threshold for assistance currently £23,000.

Consequently the affordability of our fees is as much a concern to us as it will be to you. Being able to secure peace of mind over the financial arrangements is therefore in everyone's best interests and we have found that users of the **Care Aware** help line (tel: 08705 134925) have received invaluable guidance on the options for funding care fees and the assistance available from the state.

More information relating to fees at The Chace can be found further into this document.

Here are a few helpful tips when considering the financial aspects;

Lasting Power of Attorney	Without this simple exercise the cost of obtaining control can be thousands of pounds.
Attendance Allowance	Everyone can apply; there are two rates, one for daytime and one for day & night-time.
Pension Credit	This used to be Income Support. Everyone can claim but amounts will vary.
Social Service Funding. – 12 Week Property Disregard	Depending on the savings, Social Services will give a 12 week payment if the savings are low, even if there is a property involved
Social Service Funding. – Deferred Payment	Social Services and The Government cannot force a property to be sold to fund care. There is a scheme where there is an interest free loan available.
Social Service Funding. – Top Ups	First party cannot pay directly for the top up though a third party can.

Fees are usually due one month in advance. It is preferable for them to be paid by standing order, forms for which are available.

Please ask if you need help or guidance dealing with any aspect of Social Security allowances and pension claims.

Rooms

All rooms will be offered as a single room though most rooms are of a minimum double size. Rooms are to national minimum standards. Each room will be provided with furniture if required though personal furniture and possessions are encouraged. There is a phone point in every room, BT charges apply. There are nurse call alarms, TV points and individually controlled heating in each room.

Valuables

If residents have large amounts of cash it is advisable that you arrange for an account to be set up with us so that it can be deposited for safe keeping. Arrangements can also be made the safekeeping of any special items such as jewellery.



Petty Cash

The home operates a Petty Cash account for residents who do not want to take care of their own finances. This is explained further in this document and the relevant forms must be completed prior to any transaction on behalf of the resident.

Insurance

Any of your items kept in the home are covered by our insurance policy for £500. If you have individual items worth more than this then you should consider taking out your own insurance. You can discuss this with a senior staff member who will provide the contact numbers.

HERE TO HELP

Managing Director: Anthony Reeley

Anthony is the only Director of the company. Anthony is responsible for all aspects of the business and therefore for overseeing every aspect of the care service. If you feel that other members of management have not resolved a problem, please feel free to contact Anthony directly and he will look into your query or complaint.

Registered Care Manager: Lynne Burton

Lynne is appropriately qualified to act in the capacity of Registered Care Manager. She has 25 years experience of managing and delivering services for the private, statutory and voluntary sectors across all client groups, her main experience being in the care of older people, particularly dementia sufferers.

Deputy Manager: Cathy Dunmore

Cathy is responsible for the day-to-day health, care and welfare of all residents and organising the care staff and their daily duties. Cathy is responsible for day to day care planning, reviewing, and monitoring of the care services. Cathy has extensive experience and the appropriate qualifications to act in this capacity.

Well Being Co-ordinator: Helen Stenson & Jeff Sherwood

Helen leads on the co-ordination of activities and events. She supports and encourages residents to enjoy a fulfilling programme of ordinary life activities as well as special trips and celebrations. She is experienced in the field of counselling and exercise for older people and holds the appropriate qualifications to deliver these services to the residents.

Chef: Chris Clarke

Chris leads the team of kitchen staff to provide home cooked food ensuring a varied and nutritional menu is always available. Where possible all food items are produced from fresh ingredients from local suppliers. Special dietary needs can be met.



DAILY ROUTINE

Meals

Please let us know if you have any particular dietary requirements

Breakfast can be taken either in your room or in the dining room and is served from 8am. There is a full selection of both cooked and uncooked items such as:

A selection of cereals

Porridge

Toast

Fruit

Yogurts

Eggs

Bacon

Sausage

Tomatoes

These items are available on request in any combination of your liking.

Lunch is served in the dining room at 12.45pm or may be taken in your room if you so wish. There is a choice of menu, but please do not hesitate to ask for something different if you do not like the menu choices.

Supper will vary with a selection of hot and cold choices daily. A staff member will take your order daily. Supper is served from 4.45pm.

Drinks are available throughout the day and staff will assist you to make them if you require help.

Bathing all residents will be encouraged to bathe as independently as possible. Those residents needing assistance will be given help and have a choice of the time and type of bath or shower they wish to use as there are several available.

Room cleaning generally rooms are thoroughly cleaned once a week. If you require more frequent cleaning, please let Mary know.

Visitors are welcome at all times. We respectfully request that when visiting, due regard is given to the fact this is the residents home and that some times in the day may be more suited to visiting. It may be difficult to interact with relatives and friends in communal areas. Please feel free to use the residents bedrooms with their consent and staff will be only too pleased to bring you refreshments.

Hairdresser- this service is available on request in house and residents can also be enabled to travel to their own personal salon of choice with prior notice. Hairdressing costs must be met by the individual.

Podiatry- this is available through the NHS and privately at the home. Requests for this service will be made on behalf of residents if required or the use of established practitioners is welcomed.

Optician - An optician visits twice a year, emergency treatment will be arranged as necessary. Arrangements can be made for residents to continue to visit private opticians.



Holy Communion - Holy Communion takes place every third Tuesday of the month with local Vicar Reverend Paul Finch. Arrangements can be made for residents to be taken to other religious services.

Dental health services- this service is provided by both NHS and private practitioners and the home will assist residents to obtain the appropriate service.

GP services- unfortunately we are unable to provide GP services from outside of the catchment area. This home is covered by Upton, Court Road and White acres surgeries. If your GP is not in one of these practices, we can assist you with re registration.

Therapeutic and alternative therapies – these can be accommodated in the home at the request of the individual and all costs met must be paid by them.



Maintaining residents Well being

Our Well being Co-ordinator and assistant are here to assist and enabled residents to have a fulfilling and meaningful experience whilst living at The Chace. Our aim is to encourage and continue previously enjoyed favourite activities and interests. We incorporate ordinary life activities to maintain independence and structure to the lives of the residents. Special events and celebrations are held regularly and families and friends are welcome.

When you first arrive, the well being staff will talk to you about what you like to do. They will ask you to share those life experiences that are important to you and you wish to remember. This is to enable us to build up a picture of you as a person and help us to value your continued experiences, recording them in your own Life Book which will ensure we always have an understanding of your needs, wishes and aspirations.

There is a monthly newsletter which informs residents and families of regular and special events such as:

Extend

These exercises are specifically for 60+ and less able individuals. The aim being to maintain and improve mobility and flexibility, enable individuals to remain confident and, as independent as possible when carrying out personal tasks.

Entertainment

As well as regular activities such as coffee mornings, film shows and visits to local beauty spots, The Chace organises a variety of entertainment, informative talks and demonstrations in the home regularly. These will be arranged following requests from individuals and based on their own interests and personal preferences.

Drive Outs

The Chace has its own vehicle to enable residents to enjoy special days out, shopping trips and to attend appointments.

Pastoral care

Holy Communion is available on the 3rd Tuesday of each month.

A short service is available at The Chace covering all denominations on the 1st Sunday of the month.

Please let us know if you have any specific requirements to meet your pastoral needs.

Library

A supply of large print and talking books are supplied by Malvern library and exchanged monthly.

Visiting Shops

The Chace has a selection of visits from Mobile shops who sell clothes, shoes, gifts, knick knacks, toiletries etc.



STATEMENT OF PURPOSE

Under the requirements of the 'Care Homes Regulations', the Chace is required to offer the following information.

1. The Chace is accredited with 'Investor In People'. The accreditation is focused on communication and training of all staff, which complements and in areas exceeds the new Care Standards.
2. All staff has undergone a formal interview and full induction procedure.
3. All staff is encouraged to work towards NVQ training.
4. In house training is offered on an ongoing basis. These courses cover all the mandatory training include Fire Assessment & training, Manual handling, First Aid Awareness, Infection Control, Health & Safety, Food Hygiene, Dementia Awareness, Protection of Vulnerable Adults, COSHH, Contenance advice, Pressure sore awareness etc.
5. Senior carers are at a minimum NVQ2 qualified standard. 75% of the day staff have a minimum of NVQ2 qualification. 25% of the day staff have a minimum of NVQ3.
6. Any person working in the kitchen has a food hygiene certificate.
7. Accommodation at the Chace is aimed at male & female residents over retirement age.
8. Independence is encouraged at the home and general facilities reflect this, though an agreed care plan is offered to residents on an individual basis.
9. Nursing care is not provided though short-term arrangements can be offered.
10. The home offers a host of welfare activities and residents are encouraged to participate.
11. The home runs a resident forum meeting, (usually once a month) to enable individuals to participate with the way the home is run 'moves forward'.



FEES AND CHARGES

Residents

Your fees will be agreed before you move in and depend on the size of room, facilities and the amount of care that you may need. Our Standard Package Fee is **£600** per week per person. **All fees are payable one month in advance; minimum fee is the value of the first invoice.**

Please complete and return page 15 to secure room.

Fees include all accommodation, meals, care as required and the washing and ironing of machine washable personal laundry.

Charges are made for other services, such as the provision of incontinence products, hairdressing, personal toilet requisites, dry cleaning, newspapers and periodicals.

Chace Rest Home Banding Guide

All residents should receive the correct level of care for their needs. In order to achieve this, we conduct a full assessment of every resident on admission so that we can tailor their care plan exactly. As a guide a typical standard care package would comprise of approximately 20.45 hours one-to-one care per week which includes but is not limited to:

Personal Care – Meals – Contenance Control – Dementia & Behaviour Support – Mobility – Skin Integrity - Medication – Bathing – Laundry – Cleaning – Key working & Welfare

On a monthly basis we review all residents and the level of care they require to ensure that all their needs are being met. In order that the fees are charged equally, we have implemented a banding system based on the number of hours One to One care a resident needs to fulfil their care plans. If the care required exceeds the standard care package of 20.45 hours, the fees are increased per week as shown in the table below.

Banding	Description	Cost Per week per band
Standard	Care falls within the standard care package	£0
Low	1-5 hours of extra care	£20
Medium	6 –10 hours of extra care	£30
High	11-15 hours of extra care	£40
Super	16-20 hours of extra care	£50
Acute	20 hours plus of extra care	£60

A full review of the resident's care plan is offered on a six monthly basis, which will include the resident, care manager, senior carer and third parties of the residents' choice. These care plans are available to view at any time.



Respite Residents and Day Care

Respite residents and day care clients are charged on a daily or weekly basis. The minimum fee will be agreed prior to admission. Fees are as follows:

FEES FOR RESPITE RESIDENTS AND DAY CARE CLIENTS	
Private Room per week, fully inclusive	From £ 600.00
Private Room per day, including lunch, evening meal, bed and breakfast	From £ 85.00
Day care including lunch and evening meal	£50.00
All activities	Free
Transport charges	As below (free within a 4 mile radius)

Fees include all accommodation, meals, care as required and the washing and ironing of machine washable personal laundry.

Transport

A charge is also made for individual transportation, a full list is below:

TRANSPORT CHARGES		
	MOTOR CHARGE	ACCOMPANYING STAFF CHARGE
DOCTORS VISITS	FREE	FREE
EMERGENCY HOSPITAL	FREE	FREE
ROUTINE HOSPITAL APPOINTMENTS	0.50p Per Mile	£7.50 Per Hour
DRIVE OUTS ARRANGED BY THE CHACE	FREE	FREE
TRANSPORT REQUIRED FOR ANY OTHER REASON	0.50p Per Mile	£7.50 Per Hour

Visitors

Visitors are of course welcome at any time. We can usually find accommodation for friends and relatives who visit from a distance. Meals can be provided for guests providing a little notice is given.



4 WEEK LUNCHTIME MENU

Our menus are freshly prepared and home cooked daily using local produce.
Please Advise Staff if you require an alternative – We always have alternatives available and can cater for any specialist diet.

WEEK 1

<u>Monday</u>	<u>Liver, Bacon and Sausage Casserole</u>
<u>Tuesday</u>	<u>Pork Steaks with Apple sauce</u>
<u>Wednesday</u>	<u>Chicken Breast in a Seasonal sauce</u>
<u>Thursday</u>	<u>Cottage Pie</u>
<u>Friday</u>	<u>Fish</u>
<u>Saturday</u>	<u>Braised Steak & Onions</u>
<u>Sunday</u>	<u>Roast Lamb with a Glass of Wine</u>

WEEK 2

<u>Monday</u>	<u>Sausages & Onion Gravy</u>
<u>Tuesday</u>	<u>Roast Chicken</u>
<u>Wednesday</u>	<u>Roast Gammon with Parsley Sauce</u>
<u>Thursday</u>	<u>Chicken Pie</u>
<u>Friday</u>	<u>Fish</u>
<u>Saturday</u>	<u>Braised Lamb Steaks</u>
<u>Sunday</u>	<u>Roast Pork with a Glass of Wine</u>

WEEK 3

<u>Monday</u>	<u>Braised Steak</u>
<u>Tuesday</u>	<u>Ham, Eggs & Chips</u>
<u>Wednesday</u>	<u>Roast Chicken</u>
<u>Thursday</u>	<u>Pork Steaks with Apple sauce</u>
<u>Friday</u>	<u>Fish</u>
<u>Saturday</u>	<u>Steak Pie</u>
<u>Sunday</u>	<u>Roast Beef with a Glass of Wine</u>

WEEK 4

<u>Monday</u>	<u>Chicken with a Savoury Sauce</u>
<u>Tuesday</u>	<u>Lamb Casserole</u>
<u>Wednesday</u>	<u>Roast Gammon & Parsley Sauce</u>
<u>Thursday</u>	<u>Steak & Kidney Pudding</u>
<u>Friday</u>	<u>Fish</u>
<u>Saturday</u>	<u>Braised Lamb Steaks</u>
<u>Sunday</u>	<u>Roast Turkey with a Glass of Wine</u>

All meals are served with seasonal fresh vegetables and potatoes of the day.

All meals are followed by the dessert of the day.



Reservation & Deposit to Secure Room

Once a room becomes available it is offered on a first come, first served basis. The offer is conditional based on the following.

1. In order to secure a room a holding deposit of £1000 is required. Deposits do not form part of the fees. Any deposit will be refunded upon termination of room and maybe offset against any non-payment.
2. The home will carry out a 'care needs assessment' within a suitable time frame.
3. On receiving confirmation of a positive care needs assessment the home will formally offer a room.
4. If the assessment is not suitable then the home will refund the deposit paid.
5. The room fee will become payable one week from the offer date or on admission if it falls within the week.
6. All fees are due a minimum 1 month in advance prior to admission by Standing Order.
7. Minimum payable is for the full term of the first invoice.

Name Of prospective resident	
Date of deposit	
Amount of Deposit	
Proposed admission Date	

Signed by or on behalf of resident

Name of signature

Date

Relationship to resident

For office use only

Deposit accepted	Yes	No
Amount of deposit		
Method of payment		
Room number allocated		
Managers name		



STANDING ORDER MANDATE - FEES

To **Bank** **Branch**

Please Pay:

Beneficiaries Bank and Branch Name:

Nat West Bank. 21 East gate St, Gloucester GL1 1NH

Sort Code Number Beneficiaries Account Number Beneficiaries Name

60-09-02

36809306

THE CHACE REST HOME LIMITED

FIRST PAYMENT

DATE OF FIRST PAYMENT

£.....

.....

FREQUENCY: First of every month, until further notice

ACCOUNT TO BE DEBITED

[Empty box for account to be debited]

ACCOUNT NUMBER

[Empty box for account number]

SORT NUMBER

[Empty box for sort number]

SIGNATURE

[Empty box for signature]

DATE

[Empty box for date]

Please cancel any previous Standing Order in favour of the Beneficiary under the above reference



Terms & Conditions – petty cash account

1. The Chace will hold the petty cash for the resident
2. The Chace will pay for any items due by the resident provided the account is in credit
3. The Chace will log all debits & credits on computer and can provide statements periodically or on demand
4. The Chace petty cash account is a non-profit account
5. The charge will be .50p per month to offset any bank charges.
6. Any overdrawn account will be subject to a £5 per week charge.
7. Any excess profit/money will be transferred to the Residents Welfare Fund
8. The resident or representative will agree to setting up a Standing Order, value dependant on average monthly spend.
9. The Chace will monitor the account and may periodically ask for the account to be 'topped up'.
10. Funds in the account can be withdrawn at any point
11. The account will be closed on departure from the Chace or by notice in writing.
12. Any changes in terms & conditions will be given in writing 30 days in advance.

I agree to the terms and conditions of the Petty Cash Account

I would like to receive statements

Please tick box required

Monthly	<input type="checkbox"/>	Quarterly	<input type="checkbox"/>
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Name of Resident:.....

Signed.....

Full Name.....

Date.....



STANDING ORDER MANDATE – Petty Cash Account

To **Bank** **Branch**

Please Pay:

Beneficiaries Bank and Branch Name:

Nat West Bank. 21 Eastgate St, Gloucester GL1 1NH

Sort Code Number Beneficiaries Account Number Beneficiaries Name

60-09-02	69151644	THE CHACE REST HOME LIMITED- Care Account
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FIRST PAYMENT

DATE OF FIRST PAYMENT

£ 50.00

.....

FREQUENCY: First of every month, until further notice

ACCOUNT TO BE DEBITED

ACCOUNT NUMBER

SORT NUMBER

SIGNATURE

DATE

Please cancel any previous Standing Order in favour of the Beneficiary under the above reference